

Complaints Policy

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1	Purpose	
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Parents Opening Doors hereafter known as PODS views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint. As such this policy has been developed to show that PODS appreciate that complaints are often necessary to resolve problems and enable growth and development.

2	Scope	
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This policy covers all aspects of PODS; from its Trustees, staff, volunteers and parent representatives to its members through to any other interested parties including members of the general public. The policy also covers any services provided by PODS.

3	Target Audience	
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This policy is produced to be read by members of the public and anyone wishing to know more about complaints with PODS.



Complaints Policy

4 Responsibilities

The Board of Trustees and Project Manager have responsibility for handling, resolving and recording all complaints made to PODS. Overall responsibility for this policy and its implementation lies with the Board of Trustees.

5 Policy Statement

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at PODS knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

6 Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of PODS

7 Where Complaints Come From

- Complaints may come from any person or organisation that has a legitimate interest in PODS.
- A complaint can be received verbally in person and by phone which should then be put in writing which can include email.
- This policy does not cover complaints from staff, who should use PODS Discipline and Grievance policies.



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8	Procedure	
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If you wish to make a complaint, in the first instance please take this up with the member of staff you have been dealing with, if this is impractical please refer the matter to their line manager or project manager.

If the matter can not be dealt with to a satisfactory conclusion, please put your complaint in writing and address it to the project manager/board of Trustees.

You will receive confirmation of receipt of your complaint within 7 days and an estimated time frame for a response, taking into account the severity and complexity of said complaint.

The project manager/board of Trustees will thoroughly investigate the matter and may speak with you direct, they will then write back with their findings/outcomes.

If this fails to resolve the issue you may appeal directly to the board of Trustees in writing setting out the reasons you disagree with the outcome/findings.

They will revisit/investigate matters raised and write to you with their final findings, explaining fully how and why they came to the decisions.

9	Confidentiality	
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All complaint information will be handled sensitively, telling only those who need to know in line with relevant data protection and safeguarding requirements.

Approval Signature:

Approval Name:

Position: